GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:484
ANSWERED ON:27.07.2006
DELAY /CANCELLATION OF FLIGHTS
Rajendran Shri P.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has received complaints regarding the increase in cases of delay and cancellation of International and Domestic flights;

(b) if so, the number of such complaints received during the current year; and

(c) the action taken by the Government for improving the efficiency of flight operations and to avoid unnecessary delays?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a) and (b):- Directorate General of Civil Aviation (DGCA) have received 3 7 complaints in this year from passengers regarding missing/lost baggage, refund of tickets in case of delays/cancellations, denial of facilities like meals/snacks in case of delayed flights etc.

(c):-All the airlines have been advised that they should display on their respective websites various facilities offered to passengers both in terms of free and chargeable ones, in a conspicuous manner so that passenger are aware of these before booking air tickets. Operators are also advised periodically to maintain integrity of scheduled operations. In order to avoid delays due to congestion of traffic during peak hours particularly at Delhi and Mumbai Airports, measures such as simultaneous use of two runways, improved ATC procedures, construction of Rapid Exit Taxi Ways, ban on general aviation during peak hours etc. have been undertaken.